



Job Posting: QA Auditor

Location: Long Beach

Classification/Status: Non-Exempt/ Full-Time

About The Guidance Center (TGC):

The Guidance Center is a private, nonprofit community agency incorporated in California in 1946. We operate four mental health service delivery sites in southeast LA County, including Long Beach, San Pedro, Compton, and Avalon (Catalina Island). The mission of TGC is to provide comprehensive mental health treatment to our community's most disadvantaged children and their families struggling with mental illness and abuse, leading them toward a positive and productive future. TGC offers a competitive benefits package including medical, dental, vision, 403b with employer match, vacation, and 14 paid holidays.

Summary Statement:

Participate in various computer and non-computerized audits. Activities are performed under general supervision. Accuracy, organization, timeliness, and good communication skills (oral and written), are essential as they may affect legal liability to the program. Will have regular interaction with all staff members, physicians, outside agencies and the public. Additional projects and other assignments may be assigned by The Guidance Center Quality Assurance administration. Must understand and maintain confidentiality and exercise a common sense understanding in carrying out directions and/or instructions, both written and oral, and in their handling of routine, problems/situations. Work independently with minimal supervision to manage several projects simultaneously.

Works well in a fast-paced environment; meet multiple and sometimes completing deadlines and at all times demonstrate ethical and cooperative behavior with staff, clients, visitors and others associated with The Guidance Center. Regular attendance is an important factor in employee's job performance in order for The Guidance Center to maintain efficient operations. Employees are expected to report to work as scheduled and on time.

Qualifications:

Must possess a minimum of an Associate's degree with two (2) years of experience conducting medical/clinical records reviewing and auditing in a mental health, hospital or social service agency setting. Knowledge of rules and compliance issues related to clinical records keeping is required. Familiarity with Los Angeles County Department of Mental Health documentation is preferred. Ability to interact and communicate both verbally and in writing with seriously emotionally disturbed children, adolescents, guardians as well as other staff, physicians and the public.

Computer literate in Microsoft Office programs, such as Word, Excel and Outlook. Depending on position within the agency, may be required to have experience in or possess the ability to learn, PowerPoint, Publisher, Access or related database management software.

Must have vehicle and maintain a valid CA driver's license and automobile insurance, or other reliable transportation to travel to cities in Long Beach, San Pedro, Compton, or other areas in which the Center has business. Travel may also include travel by charter boat to the Island of Catalina in Avalon.



Core Responsibilities (but not limited to):

1. As determined by scope of practice, performs review of documentation including administrative and limited clinical review of client charts.
2. Performs and coordinates review of billing against documentation for selected cases.
3. Assists in preparing for internal/external audits conducted by various agencies, including Los Angeles County Department of Mental Health, and in the preparation for and response to site and certification visits, and various clinical and service delivery audits.
4. Continuously monitors organization and documentation deadlines of client charts.
5. Manage, create new or revise existing computerized and non-computerized reports.
6. Collect and analyze data to detect deficient controls, duplicated effort, extravagance, fraud, or non-compliance with laws, regulations, and management policies.
7. Examine whether the organization's objectives are reflected in its charting/documentation activities, and whether employees understand the objectives
8. Prepare detailed reports on audit findings
9. Report to Program Manager, Quality Improvement and Training about audit results, and recommend changes in charging/documentation operations and financial activities.
10. Note discrepancies in client's clinical records
11. Use computers and spreadsheet software to enter, document, access and retrieve data
12. May be asked to deliver or pick-up important documents from/to other agencies in the greater Long Beach/downtown Los Angeles areas.
13. Knowledgeable of, or possess the ability to learn and adhere to the prevailing governmental laws and regulations regarding employee/patient's rights to confidentiality and limits thereof including compliance with HIPAA, federal and state laws.
14. Attends and participates on committees as requested and in job-related seminars, workshops, and webinars as required to maintain proficiency in designated field of employment. Participation is also required in program-specific and Center-wide meetings, including staff meetings and retreats/trainings. As a member of The Guidance Center, there is also a requirement to keep abreast of HIPAA security rules, and relevant regulatory body's administrative, physical, technical and security guidelines and laws as relevant to scope of responsibilities.



Equal Employment Opportunities:

The Guidance Center provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion (including religious dress and grooming practices), gender, sexual orientation, gender identity, national origin, age, disability, pregnancy (including breastfeeding and conditions related to breastfeeding), genetic information, marital status, ancestry or status as a covered veteran in accordance with applicable federal, state and local laws. The Guidance Center complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, and transfer, leaves of absence, compensation and training. We are firmly committed to maintaining a work setting in which people of diverse backgrounds and lifestyles may grow personally and professionally.

The Guidance Center expressly prohibits any form of unlawful employee harassment based on an individual's race, ancestry, color, religion (including religious dress and grooming practices), national origin, marital status, sex (including sexual harassment and gender identity), sexual orientation, disability (physical or mental including HIV/AIDS diagnosis), pregnancy (including breastfeeding and conditions related to breastfeeding), medical condition (cancer and genetic characteristics), age (40 or over), military and veteran status, or exercising the right to any legally provided leave of absence in the application of any policy, practice, rule or regulation. Improper interference with the ability of The Guidance Center employees to perform their expected job duties is absolutely not tolerated.

How to Apply:

For immediate consideration, please submit resume to humanresource@tgclb.org